

# United Arab Emirates Jobs Expertini®

**Waiter - IRD**

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Company: Raffles Dubai

Location: Dubai

Category: healthcare-practitioners-and-technical

## Company Description

Why work for Accor

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Raffles the Palm Dubai is on the western crescent of Palm Jumeirah, the world's largest manmade island and archipelago. This luxurious five-star hotel with 381 spacious rooms, suites and villas is embellished with hand-crafted Italian touches and offset by carefully selected amenities to complete the atmosphere of elegance. Guests can enjoy panoramic views, a private beach, state of the art entertainment and recreational facilities, including specialist boutiques, a VIP movie theatre, signature and private restaurants complemented

by exquisite banqueting and conference spaces.

When visiting Raffles, guests will discover the individual personality and story offered by the hotel. At the essence of every Raffles is the delivery of thoughtful, personal and discreet service to well-travelled guests. Raffles Hotels & Resorts is an award-winning, luxury international hotel company with a history dating back to 1887 with the opening of Raffles Hotel, Singapore. The portfolio currently comprises eleven luxurious properties, from secluded resorts to city hotels in key locations around the world.

## **Job Description**

To provide prompt and courteous F&B service to the Hotel's guests.

Read daily events, to acknowledge any VIP's arrivals.

Must know all menu items, their garnishes, contents and preparation methods and be able to relay that information to guests in a polite and concise way if asked

Present children's menus when appropriate, and describe specials and alternative cuisine

Serve and clear food and beverage items in an unobtrusive and professional manner

Utilize the POS system to ring up sales, print checks, close checks and complete cash-out procedures

Carry trays, bus and reset tables with linen, china, glass and silver

Ascertain guests' satisfaction and handle any problem which may arise, informing a manager of the problem and how it was resolved

Follow cash and credit card procedures according to the guidelines of the accounting department

Maintain a clean, neat and orderly restaurant throughout service

Polish silver, refill salt, pepper and sugar, creamers, etc

Ensure that work station is stocked with appropriate condiments at all times

Report any guest comments regarding food and beverage to manager

Conscientious handling and maintenance of operating equipment

Learn and adhere to safety, sanitation and hygiene policies

Maintain good working relationships with colleagues, and all other departments

Maintain complete knowledge of all F&B services, outlets and hotel services/features

Perform opening/closing side duties as assigned and set all tables according to standards

Report to manager any kinds of deviation from set standard and procedures

Ensure that all service and storage areas are kept safe and clean

Help minimize waste, neglect, breakages and mishandling of supplies and equipment

Carry out light cleaning and maintenance of the outlet

Assist other Food & Beverage Outlets in their operations during peak hours if needed

### **Personal Attributes**

Reading, writing and oral proficiency in the English language

Must be well presented and professionally groomed at all times

Able to account and handle cash effectively and efficiently

Good communication and customer contact skills; good problem resolution skills

Basic F&B product knowledge

Team player with strong interpersonal skills and attention to detail

## Qualifications

Secondary education

## Experience

Minimum 1-year food and beverage serving experience

Previous public contact and/or cashiering experience

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